

TESTIMONY OF LINDA McNUTT
ON BEHALF OF SOUTH AUSTIN COALITION COMMUNITY COUNCIL
DOCKET NO. 02-0706

Q1 Please state your name and address.

A1 My name is Linda McNutt. My address is 200 North Laramie, 2f, Chicago, Illinois 60644.

Q2 Please describe the problems you have had since Commonwealth Edison Company closed its Austin Bank Service Center.

A2 I am a customer of Edison. About two years ago, I lost my job. Since then I have been working at temporary jobs. Previously, when my situation led me to request a payment plan from Edison, I did so in person. I felt comfortable doing this. It also seemed that the Edison employee who assisted me was responsive to my situation and to me as an individual. I think that was because we had seen each other before as well as because we were dealing face-to-face as human beings. I recall our negotiating a plan I could afford; I cannot recall the details but the plan I entered into was not the first plan proposed by the Edison representative.

Since the closing of the Austin Bank Com Ed Service Center, I was once again in the position of needing to negotiate a payment plan to keep my service connected. I called 1-800-Edison-1. My experience was very different from that described above. The Edison representative imposed a pre-determined plan and would not change it to meet my situation. In short, there was no negotiation. In addition, that representative was short and snotty with me. I felt the person would not have acted that way had s/he known me or had we been talking face-to-face.

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

SOUTH AUSTIN COALITION COMMUNITY)
COUNCIL,)

vs.)

COMMONWEALTH EDISON COMPANY)
COKE COMPANY.)

NO. 02-0706

AFFIDAVIT OF Linda McNutt

I have personal knowledge of the facts in the attached testimony. If I were called as a witness before the Hearing Examiner in this matter and I were asked the questions contained in that testimony, I would give the answers set out in my testimony.

Under penalties as provided by law pursuant to Section 1-109 of the Code of Civil Procedure, the undersigned certifies that the statements set forth in this instrument are true and correct, except as to matters therein stated to be on information and belief and as to such matters the undersigned certifies that she believes the same to be true.

Linda S. McNutt

Signed and sworn before me
31st day of JULY, 2003.

Regina Gillenwater
Notary Public

